

EXPERT SYSTEM

Abstract

An expert system and a method of providing automated advice are described. The system is regularly updated by advice (or diagnosis, recommendation etc.) given by practitioners in the relevant field. The combination of the underlying facts and the consequent (human) advice is used to update a ruleset that is then used to provide automated advice.

An example of financial advice is given. A database contains the details for the customers of a financial institution together with advice and recommendations given previously by the institution's human advisors. This database is used to derive a ruleset which is then applied to a subsequent customer's details in an automated manner, possibly at the user's own PC via the World Wide Web. Frequent updating using data from the human advisors' work means that the database (and hence the ruleset) are kept up to date. Consistent advice can thus be provided with minimum human interaction.